GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:4660
ANSWERED ON:09.05.2007
NEXUS BETWEEN CELLULAR OPERATORS- BANK- TRAI
Gadhavi Shri Pushpdan Shambhudan

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the Cellular Operators, the Banks/Financial Institutions and the TRAI have been termed as an "Unholy Trinty" by the Consumers State Commission of Delhi in its order dated December 26, 2006;

(b) if so, the details thereof; and

(c) the corrective steps proposed to be taken by the Government to remedy this situation in the larger public interest?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) & (b) The State Commission, Delhi in its order dated 26.12.2006 has made following remarks on 'Unholy Trinity':

"31. It is not that regulatory authority, i.e. TRAI is not aware of this problem, which has spread like epidemic but TRAI has not been able to arrest this. It has not taken any effective steps or measures in this regard and, therefore, we do not find any escape from arriving at the conclusion that Cellular service providers, banks, financial institutions and other companies who market their products through telemarketing and the TRAI, who always turn a blind eye to these problems, are jointly, severely and vicariously liable. Theirs is an 'Unholy Trinity' â€¦â€¦"

(c) To address the issue of unsolicited telemarketing calls, Government has instructed all the Telecom Service Providers to take strict measures to stop any possible unauthorized sale of their customer information by their employees.

Telecom Regulatory Authority of India (TRAI) has released a draft regulation on 23rd April, 2007 for putting in place a mechanism called "National Do Not Call Registry (NDNC)" for curbing the unwanted telemarketing calls.

Keeping in mind the concerns of their consumers, mobile service providers have already introduced "Do Not Disturb" facility, for the subscribers who do not wish to receive information on product and services of their mobile service provider. Also, TRAI has advised the mobile subscribers through advertisement in leading newspapers to use this facility.